

## Information & Assistance Follow-up Policy

### Performance Goal

People receive information and assistance to get what they need.

### Requirement:

The ADRC shall have a written policy describing when and how it will follow up to determine whether the inquirer's needs were met and whether additional information or assistance is needed.

### Topics for Inclusion in ADRC Policies and Procedures:

- Under what situations is the ADRC staff expected to follow-up with individuals to whom they have provided information and assistance? For example:
  - where significant issues were identified in the initial contact
  - to determine the outcomes of previous contacts
  - when the individual would benefit from the opportunity for further information, discussion or guidance
  - to offer additional assistance in locating or using services as necessary
- Under what circumstances would staff *not* follow-up with the individual?
- What steps should be taken to ensure that follow-up is welcome that and the person's privacy is respected?
- Within what timeframe should follow-up occur?
- How does staff document the need for follow-up and the follow-up activity that occurred?

### For additional information:

- ADRC Contract, Exhibit I, Article III.B.  
<http://www.dhs.wisconsin.gov/adrc/pros/index.htm>
- Alliance of Information & Referral Systems, AIRS Standards for Professional Information and Referral  
([http://www.airs.org/files/public/AIRS\\_Standards\\_6\\_0Final.pdf](http://www.airs.org/files/public/AIRS_Standards_6_0Final.pdf) )
- ADRC Operational Practice Guideline, Information and Assistance Follow-Up Policy  
<https://www.dhs.wisconsin.gov/adrc/pros/iafollowup.pdf>
- Send requests for further information to [DHSRCteam@wisconsin.gov](mailto:DHSRCteam@wisconsin.gov)